

Services	Service Request	TSR	Work Request*	eVA
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Server and Storage

	New Server			●	
	Hosting at CESC			●	
	Modify Data Storage (CESC)			●	
	Non-Standard Backup			●	
	Backup Opt-Out (DASD Only)			●	
	Agency File Restores	●			
	Technical Services			●	

Networking

	COVANet Network Circuit		●		
	Legacy VoIP Upgrade			●	
	Minor Modifications for Legacy VoIP		●		
	Phone Line / Fax		●		
	Cell phone including Blackberry		●		
	MPLS Network Circuit			●	
	UCaaS			●	
	Secure Wireless LAN			●	
	Technical Services			●	

End User Services

	IMAC (1-15 Users)	●			
	IMAC (16 +)			●	
	New Standard PCs (1-15)				●
	New Standard PCs (15 +)			●	
	Peripherals				●
	Application Software (Purch)				●
	Agency Application Distribution (1-15)	●			
	Agency Application Distribution (16 +)			●	
	Technical Services			●	

Security Services

	Managed Firewall			●	
	Blue Coat Service Modification	●			
	Site-to-Site VPN			●	
	VPN keyfobs				●
	Technical Services			●	